

TeamViewer Instructions

To Download (TeamViewer needs to be downloaded on both computers)

1. In the top right corner of any FamilySearch.org page, click **Get Help**.
2. Click **Contact Us**.
3. At the bottom of the page, click **Download Remote Connect Software**.
4. Under Windows or Mac, click the desired language.
5. Depending on your browser and operating system, perform the necessary steps to download and install TeamViewer. If you have questions, consult online help for your browser or operating system.

To Establish a Session

1. Make a telephone call so that both users are on the phone close to their own computers
2. Both users do the following on their own computer
 - a. Click on the Start button (or the equivalent for the Operating System)
 - b. Click on TeamViewer
 - c. Click on Remote Control (vs Meeting)
3. One user gives the other
 - a. "Your ID"
 - i. The second user types in the first's ID in "Partner ID"
 - b. Your Password
 - i. The second user types in the first's password

The above process should link together the two computers